

# RI HCHAPS as of 03/13/12

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
410001	MEMORIAL HOSPITAL OF RHODE ISLAND	111 BREWSTER STREET
410004	ROGER WILLIAMS MEDICAL CENTER	825 CHALKSTONE AVENUE
410005	ST JOSEPH HEALTH SERVICES OF RI	200 HIGH SERVICE AVENUE
410006	NEWPORT HOSPITAL	FRIENDSHIP STREET
410007	RHODE ISLAND HOSPITAL	593 EDDY STREET
410008	SOUTH COUNTY HOSPITAL INC	100 KENYON AVE
410009	KENT COUNTY MEMORIAL HOSPITAL	455 TOLL GATE RD
410010	WOMEN AND INFANTS HOSPITAL OF RHODE ISLAND	101 DUDLEY STREET
410011	LANDMARK MEDICAL CENTER, INC	115 CASS AVE
410012	MIRIAM HOSPITAL	164 SUMMIT AVENUE
410013	WESTERLY HOSPITAL	25 WELLS STREET

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Address 2	Address 3	City	State
		PAWTUCKET	RI
		PROVIDENCE	RI
		NORTH PROVIDENCE	RI
		NEWPORT	RI
		PROVIDENCE	RI
		WAKEFIELD	RI
		WARWICK	RI
		PROVIDENCE	RI
		WOONSOCKET	RI
		PROVIDENCE	RI
		WESTERLY	RI

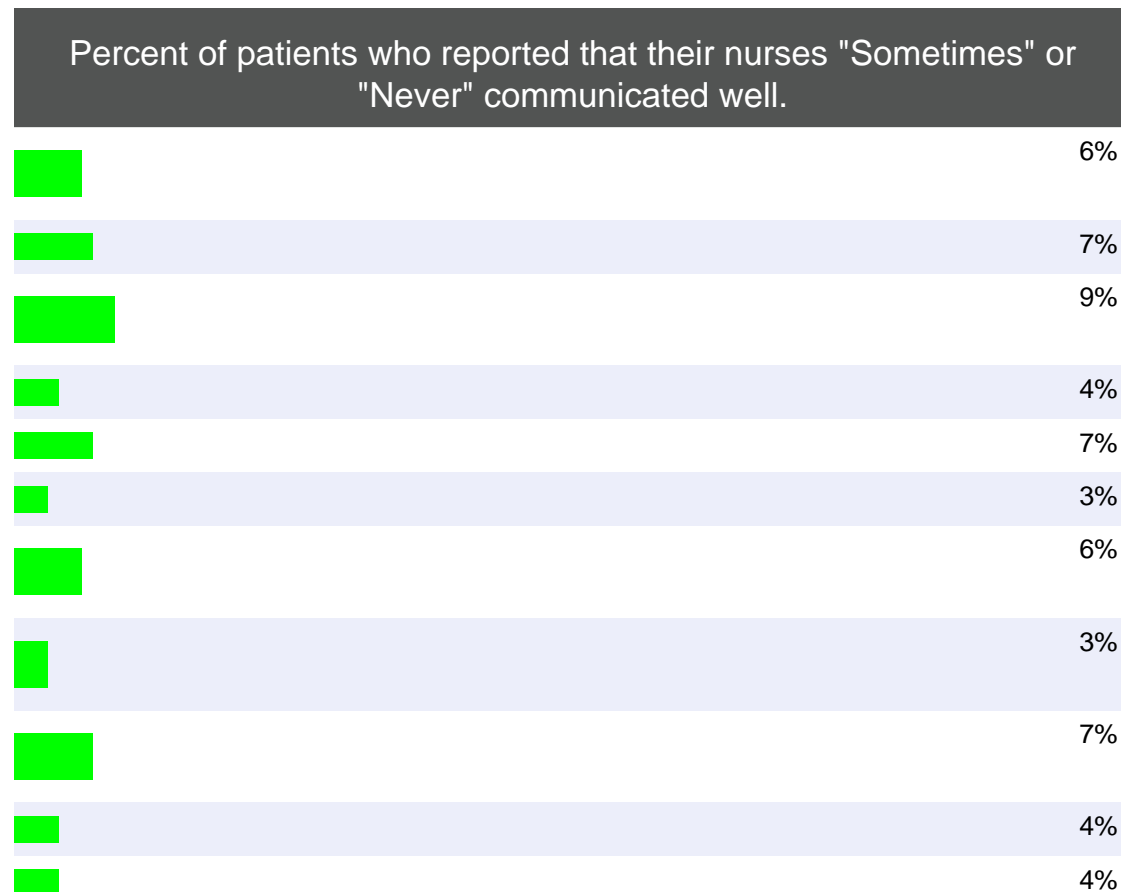
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ZIP Code	County Name	Phone Number
02860	PROVIDENCE	4017292000
02908	PROVIDENCE	4014562000
02904	PROVIDENCE	4014563000
02840	NEWPORT	4018466400
02902	PROVIDENCE	4014444000
02879	WASHINGTON	4017828000
02886	KENT	4017377000
02905	PROVIDENCE	4012741100
02895	PROVIDENCE	4017694100
02906	PROVIDENCE	4017932500
02891	WASHINGTON	4015966000

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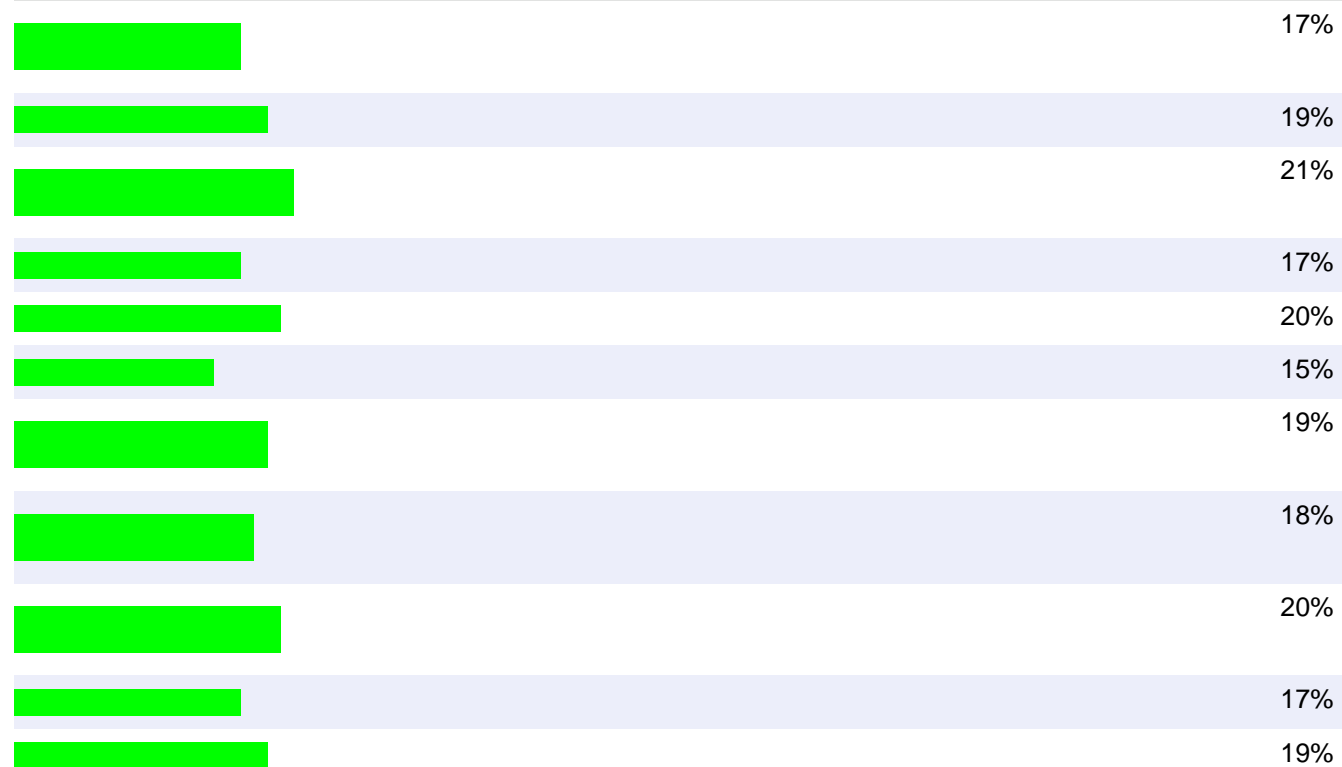
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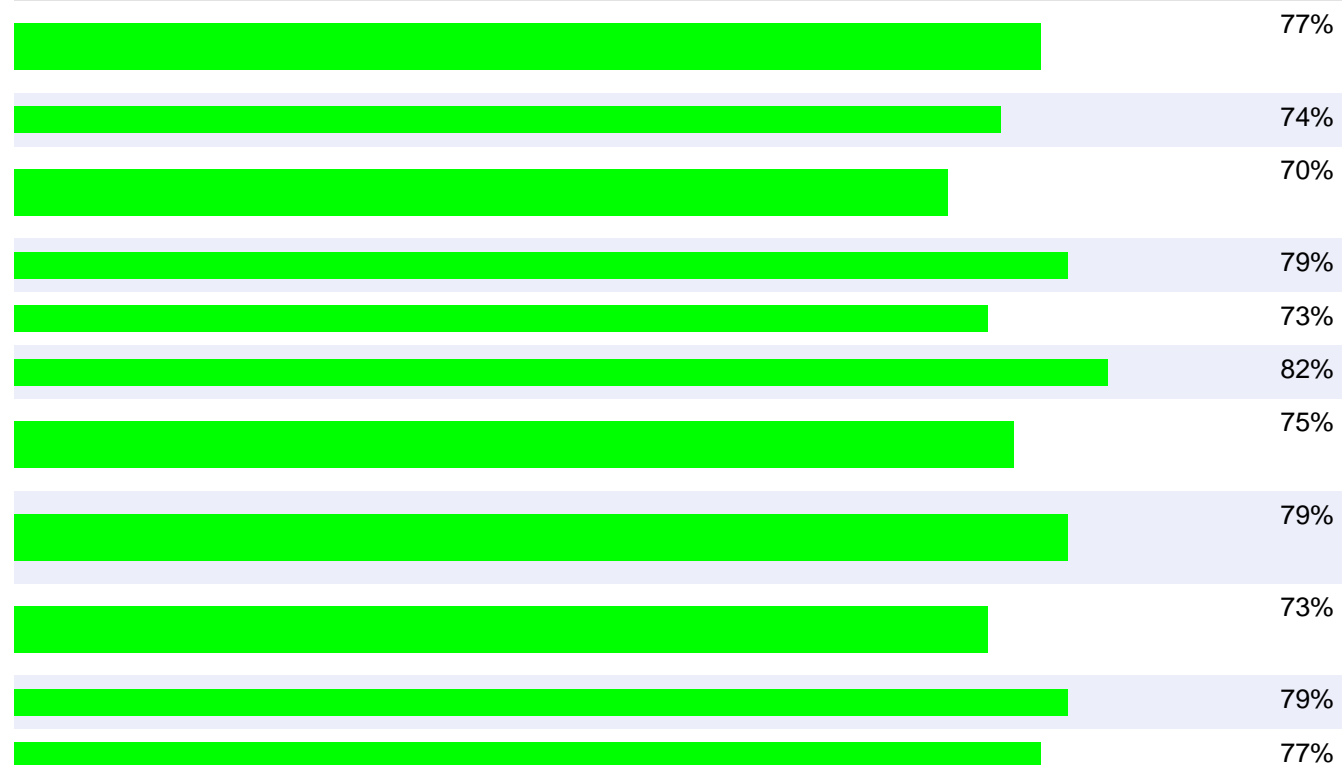
Percent of patients who reported that their nurses "Usually" communicated well.



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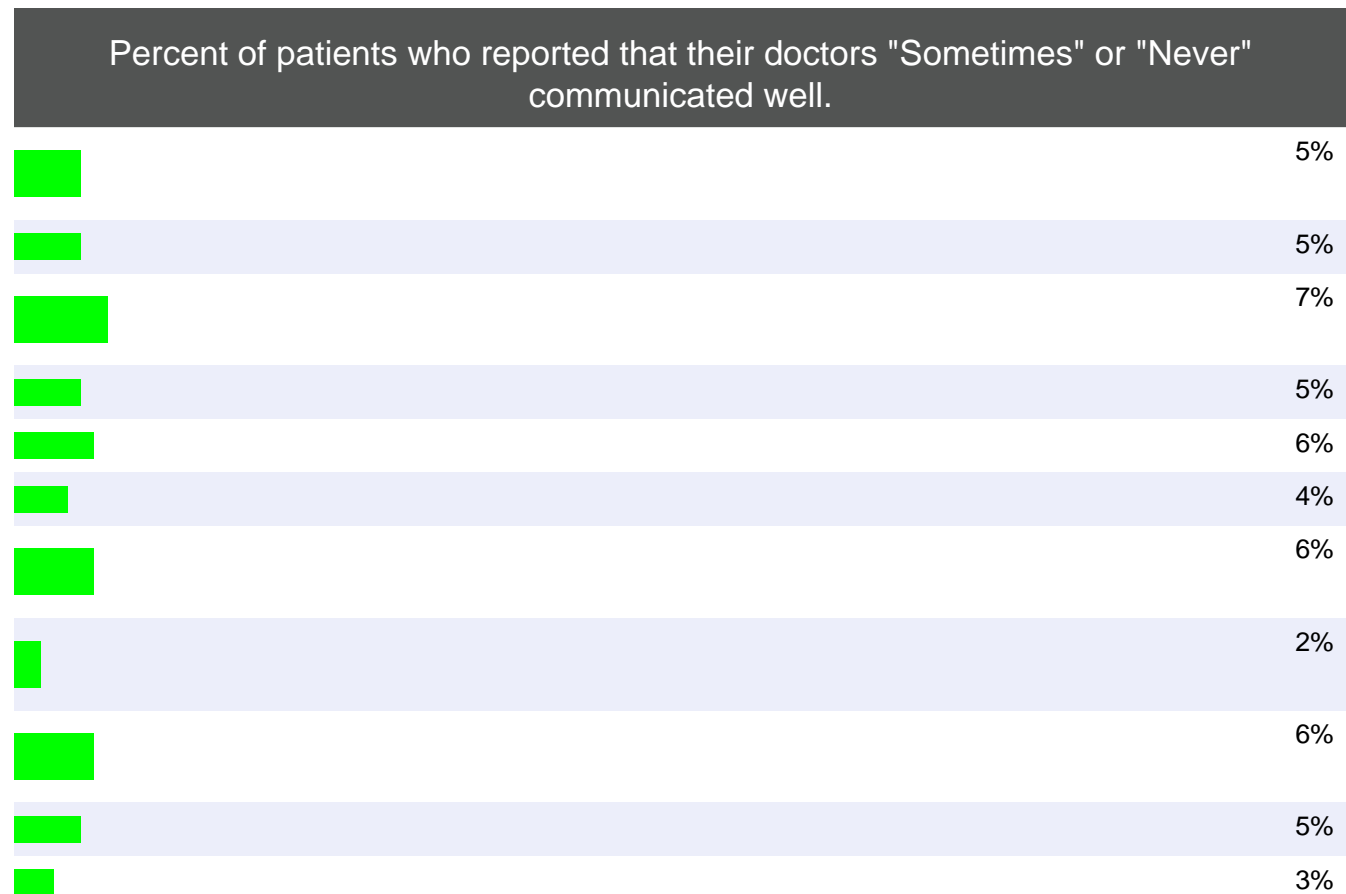
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.



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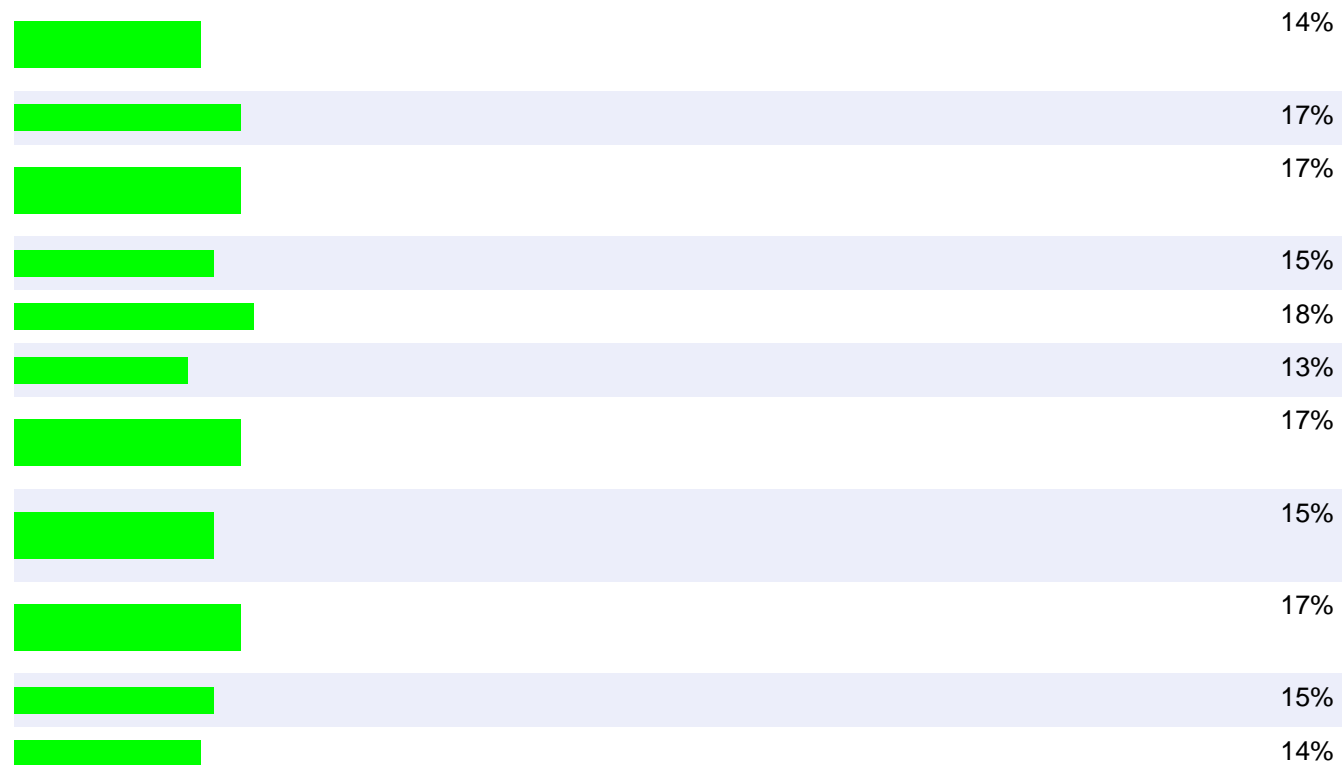
Based on Survey of Patients' Hospital Experiences (HCAHPS)



# RI HCHAPS as of 03/13/12

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.





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Based on Survey of Patients' Hospital Experiences (HCAHPS)

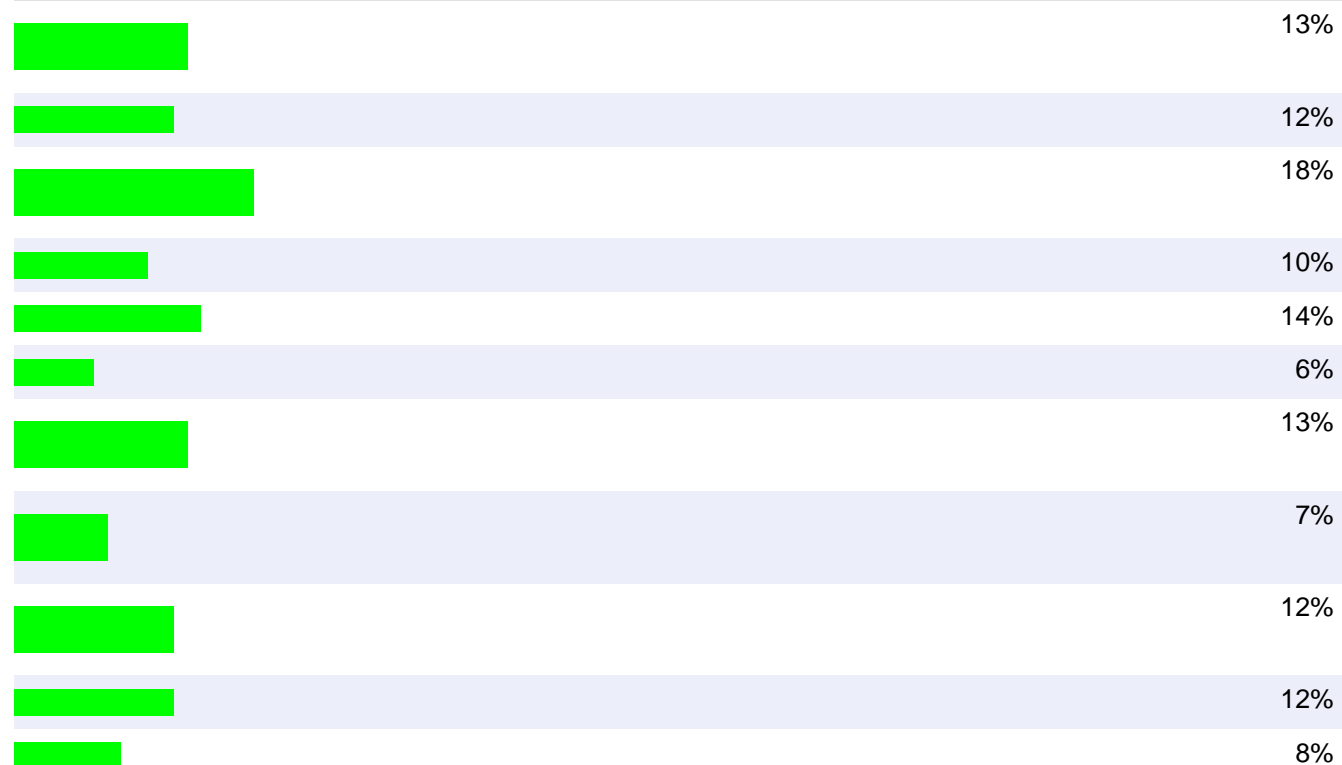
Percent of patients who reported that their doctors "Always" communicated well.



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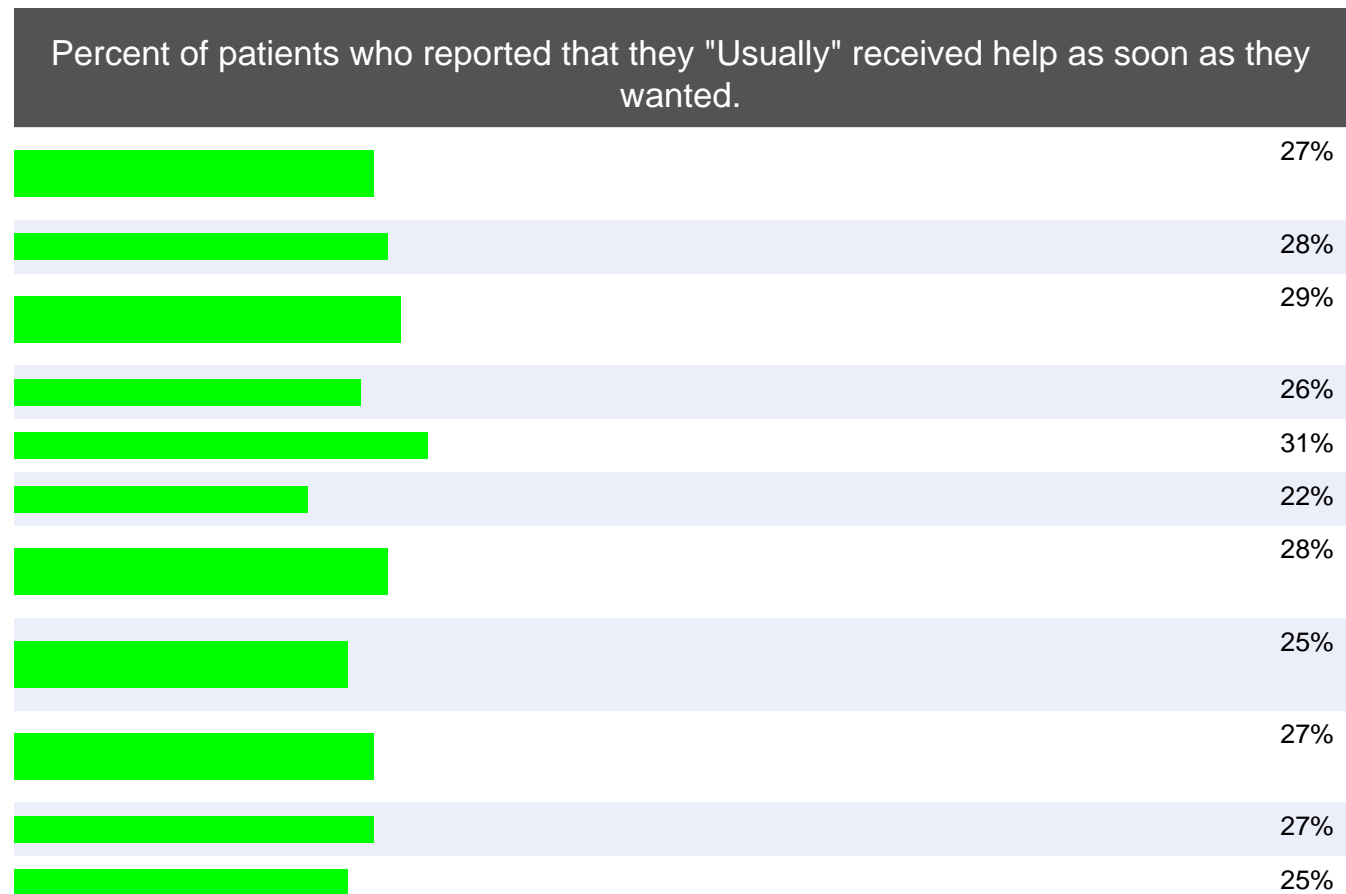
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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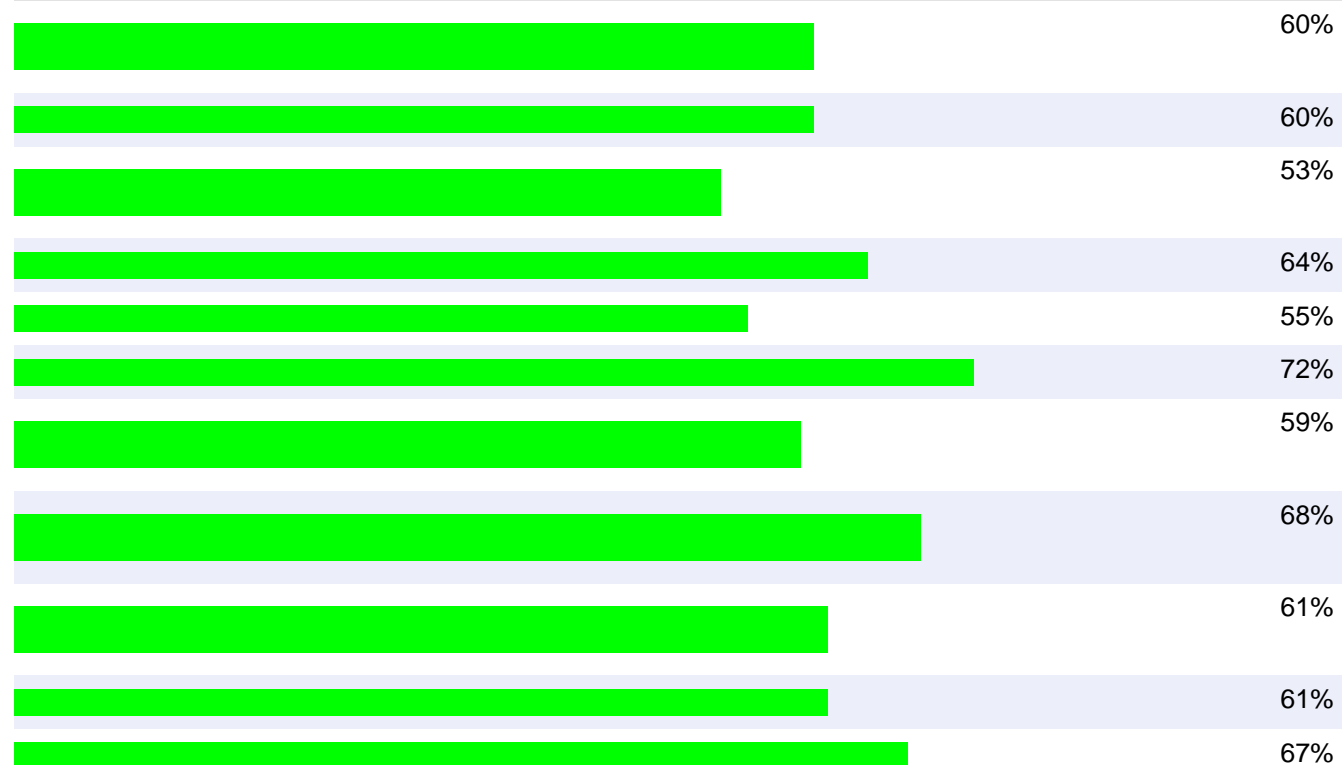
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

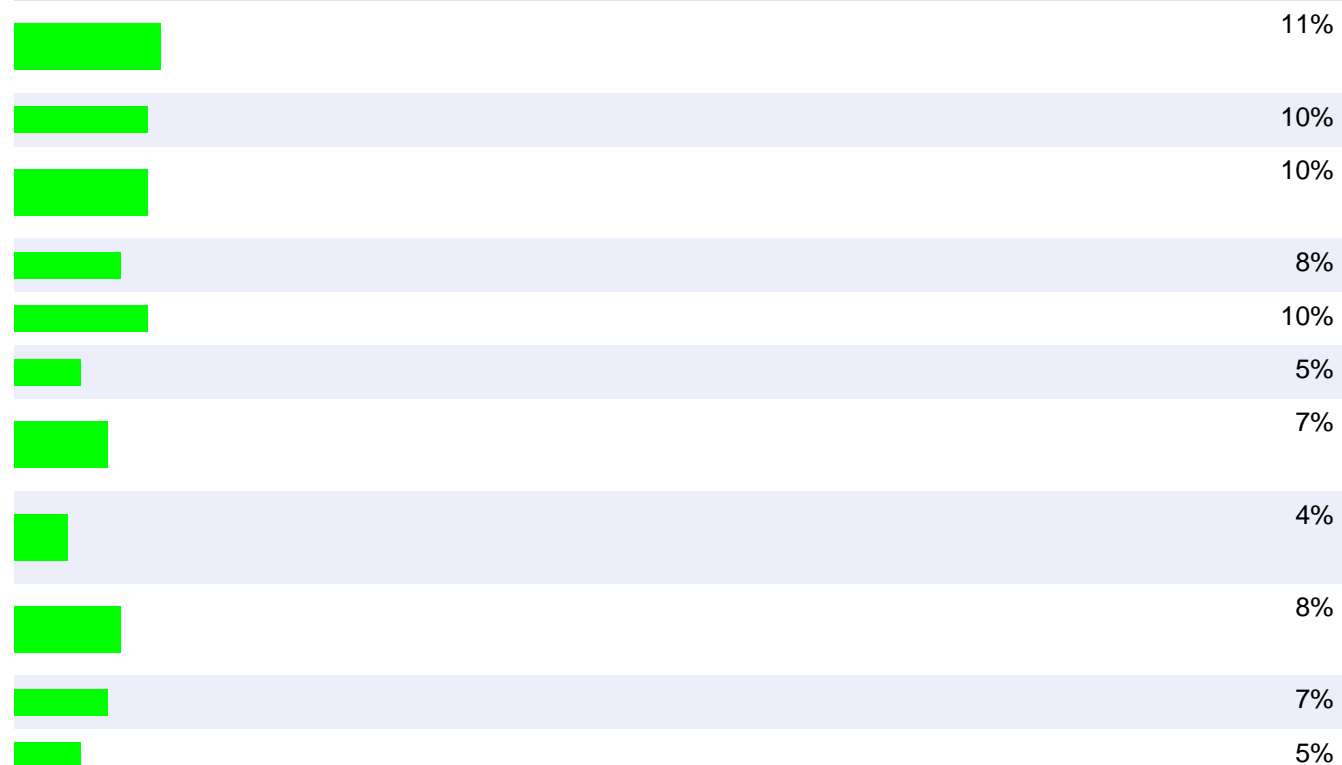
Percent of patients who reported that they "Always" received help as soon as they wanted.



# RI HCHAPS as of 03/13/12

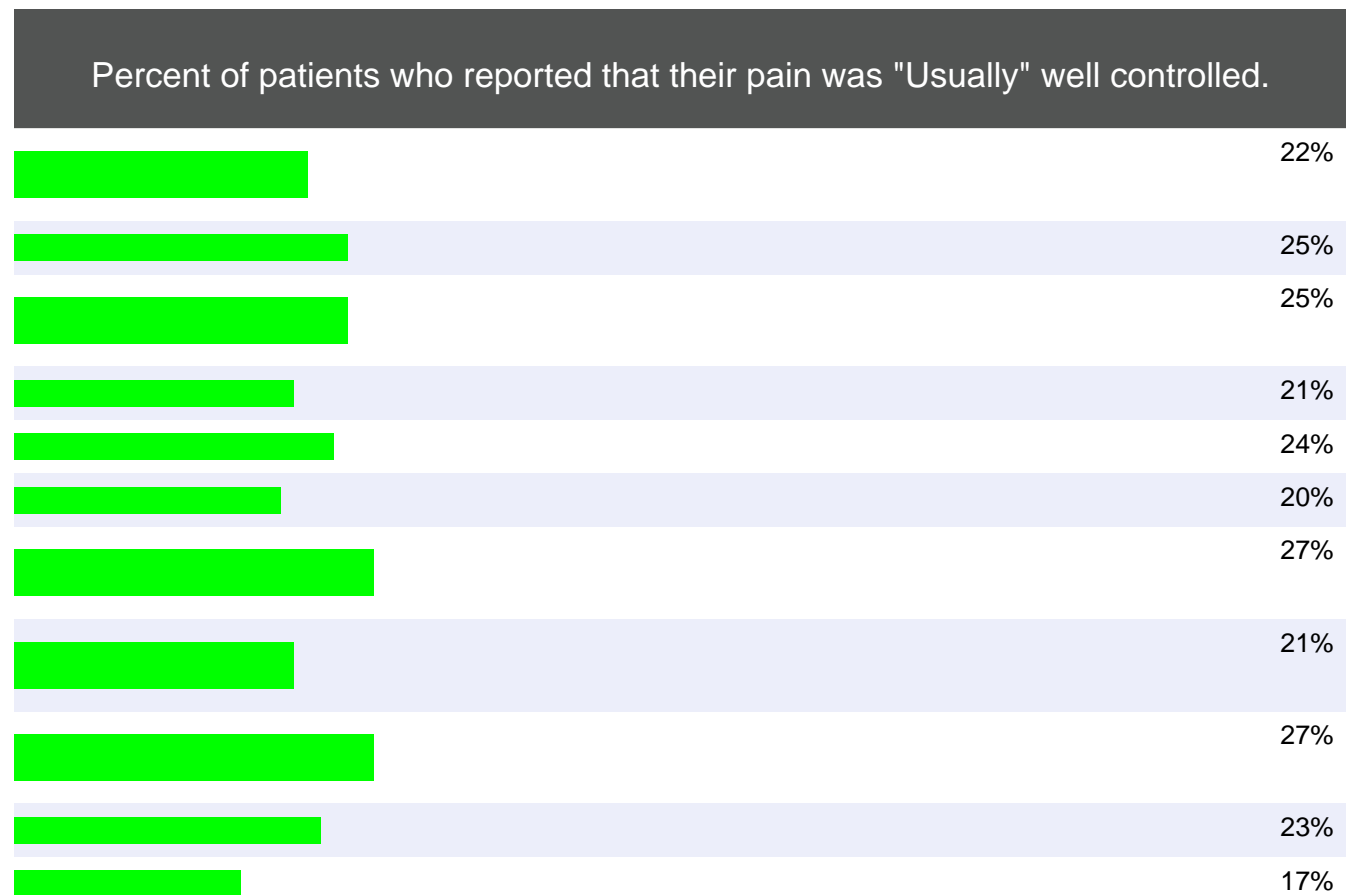
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



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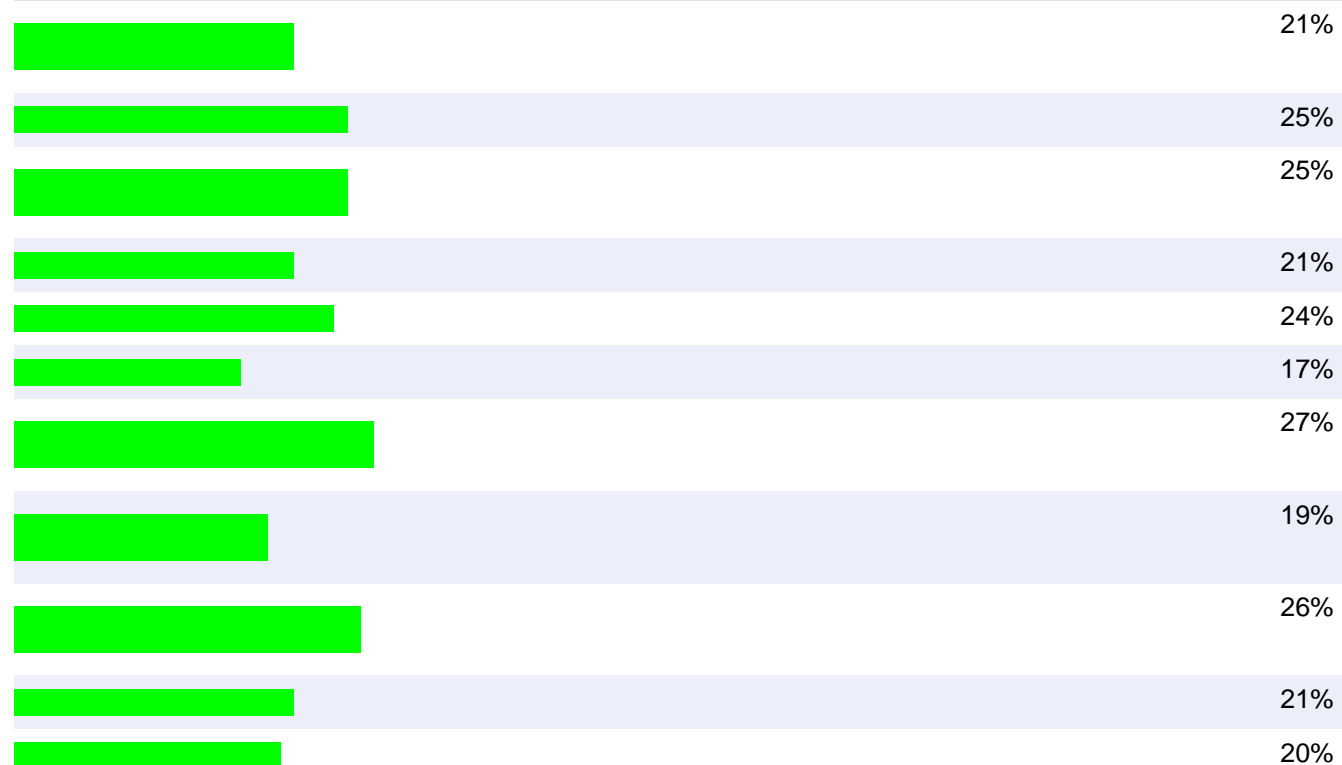
Based on Survey of Patients' Hospital Experiences (HCAHPS)



# RI HCHAPS as of 03/13/12

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.

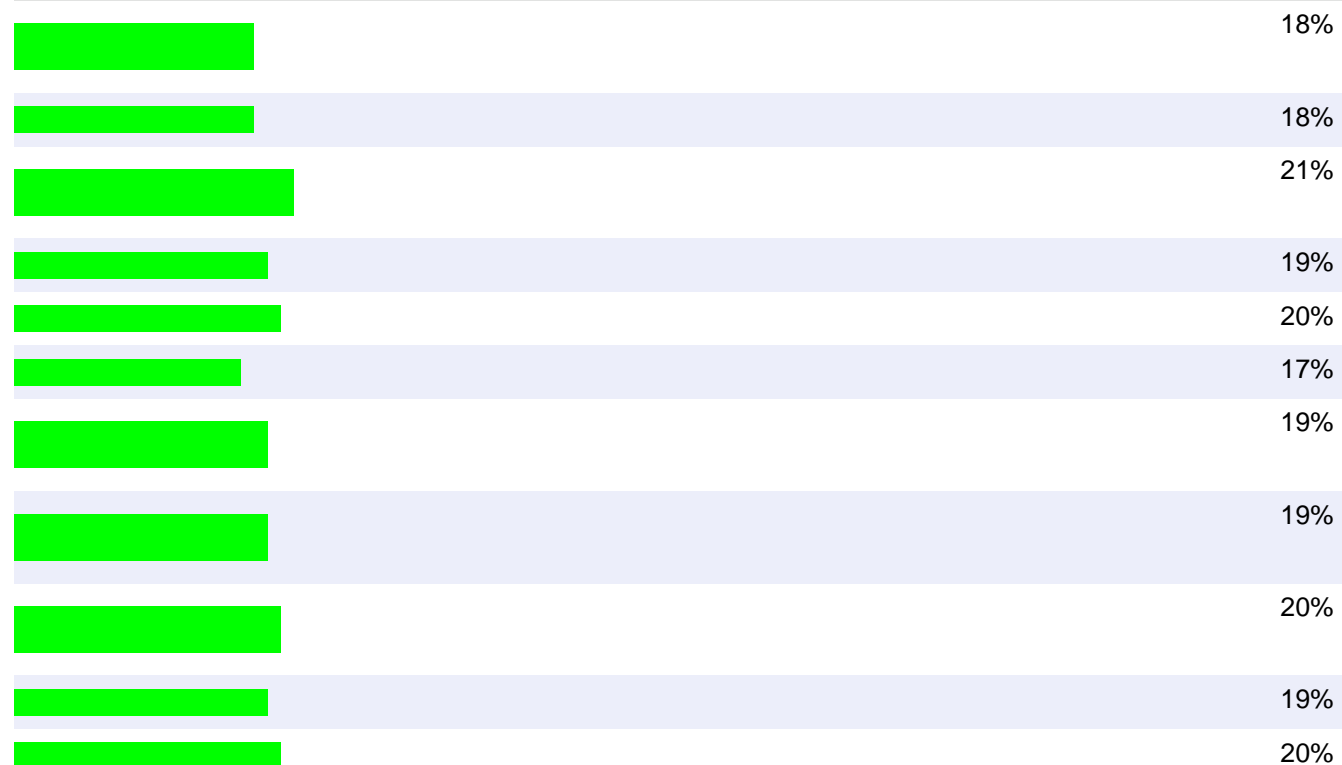




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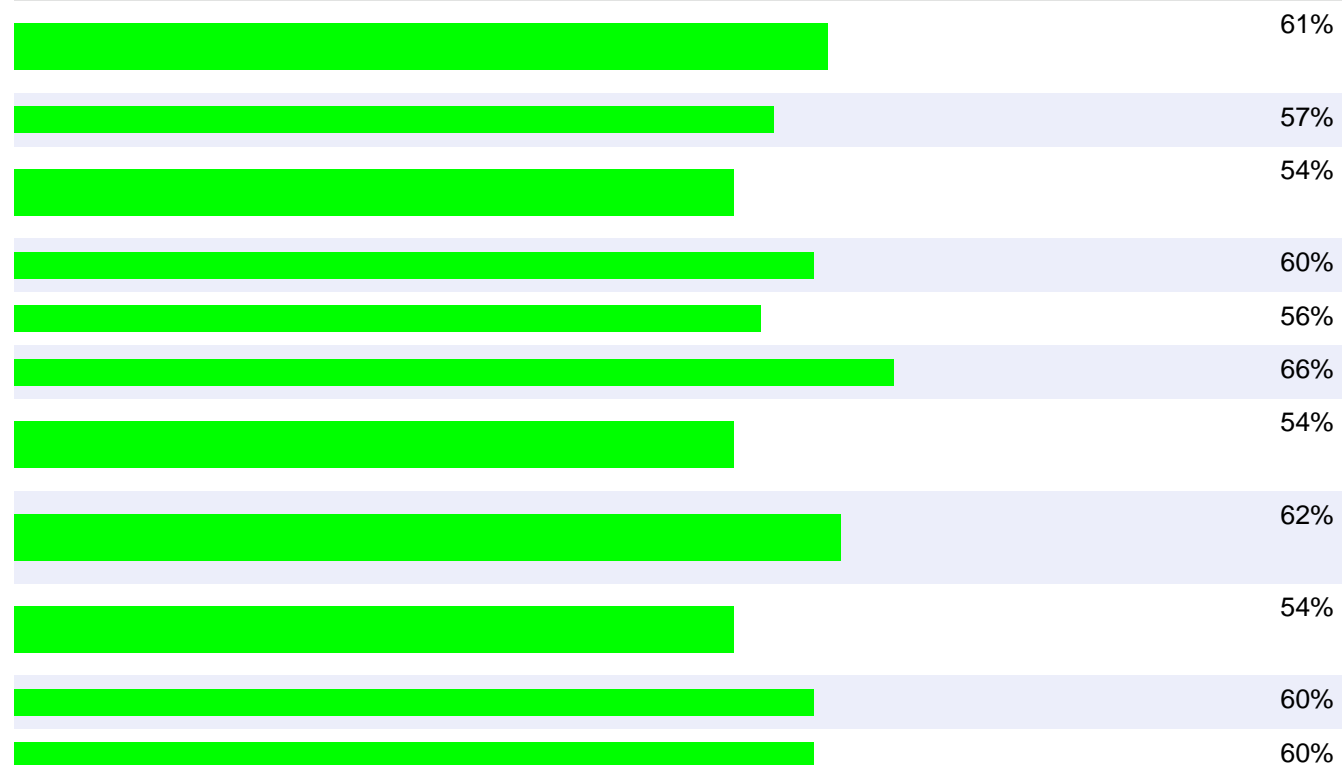
Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



# RI HCHAPS as of 03/13/12

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



# RI HCHAPS as of 03/13/12

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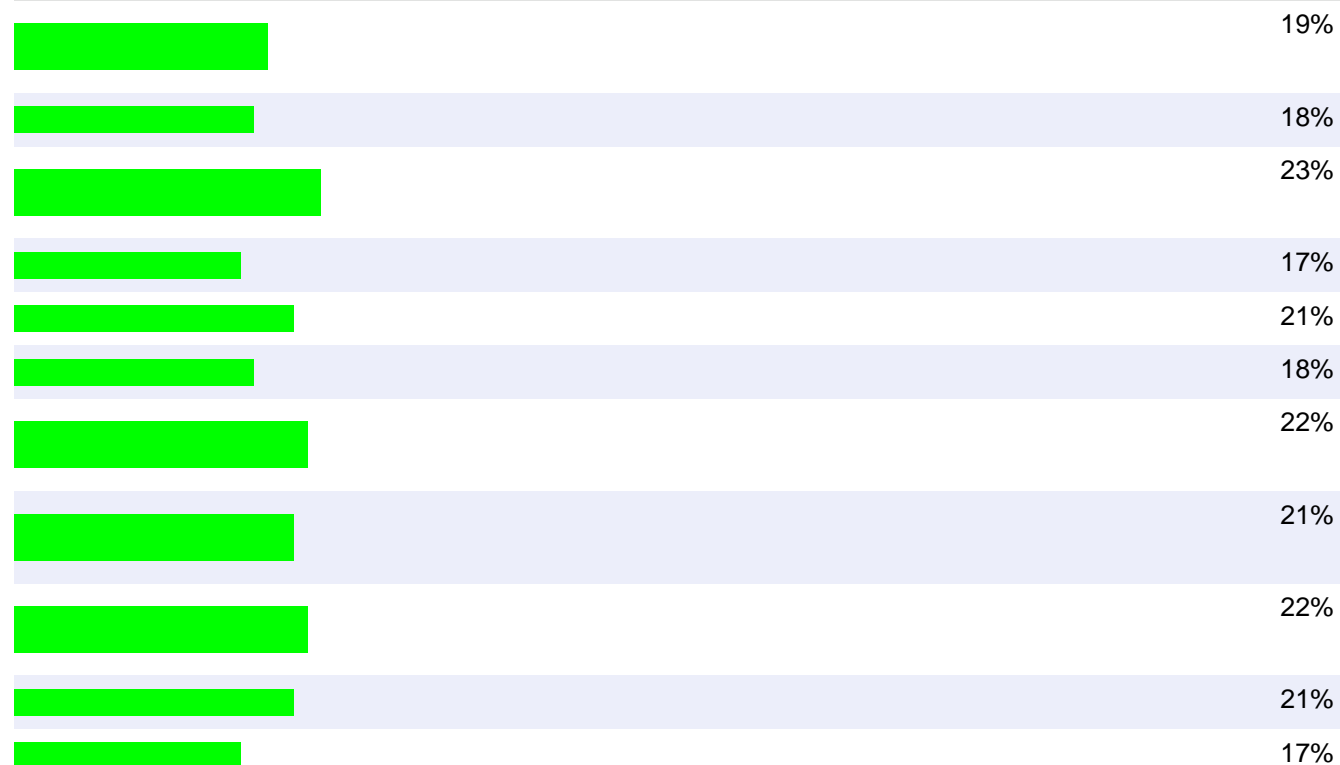
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



# RI HCHAPS as of 03/13/12

Based on Survey of Patients' Hospital Experiences (HCAHPS)

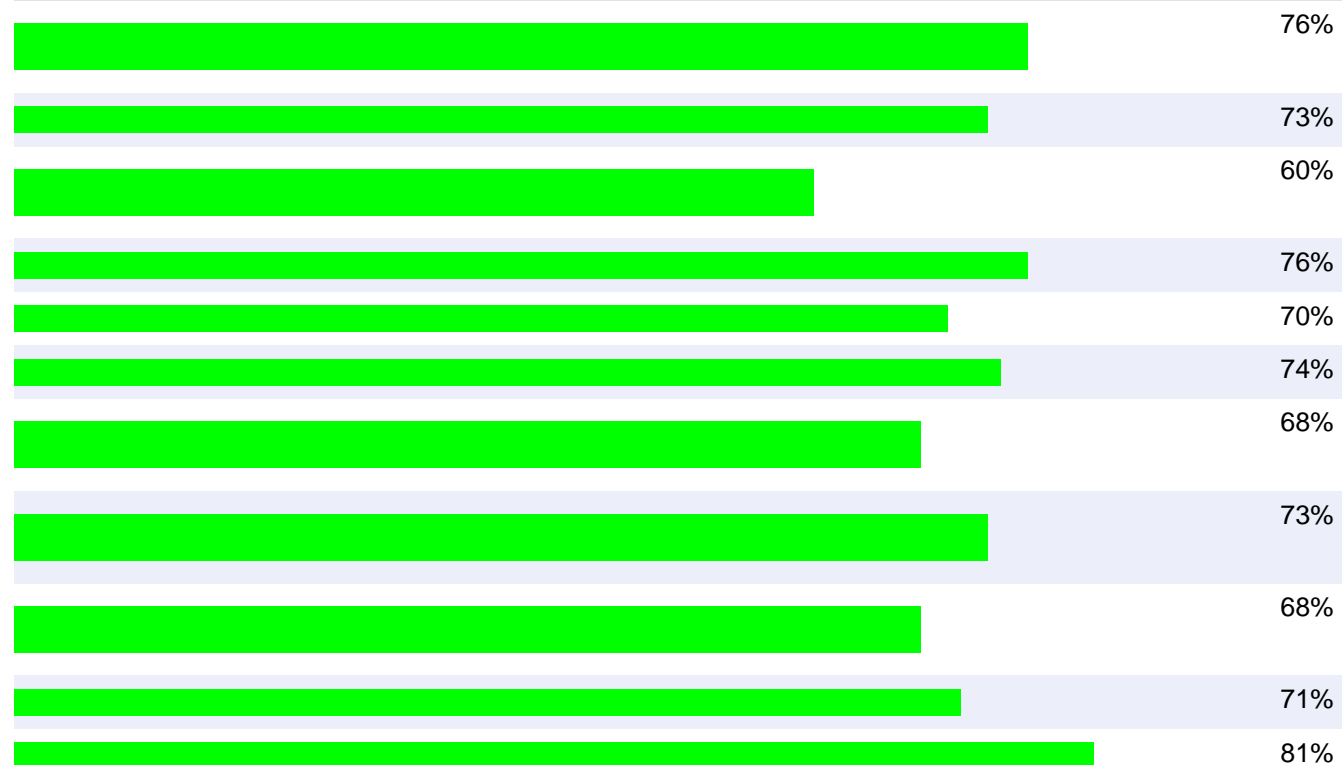
Percent of patients who reported that their room and bathroom were "Usually" clean.



# RI HCHAPS as of 03/13/12

Based on Survey of Patients' Hospital Experiences (HCAHPS)

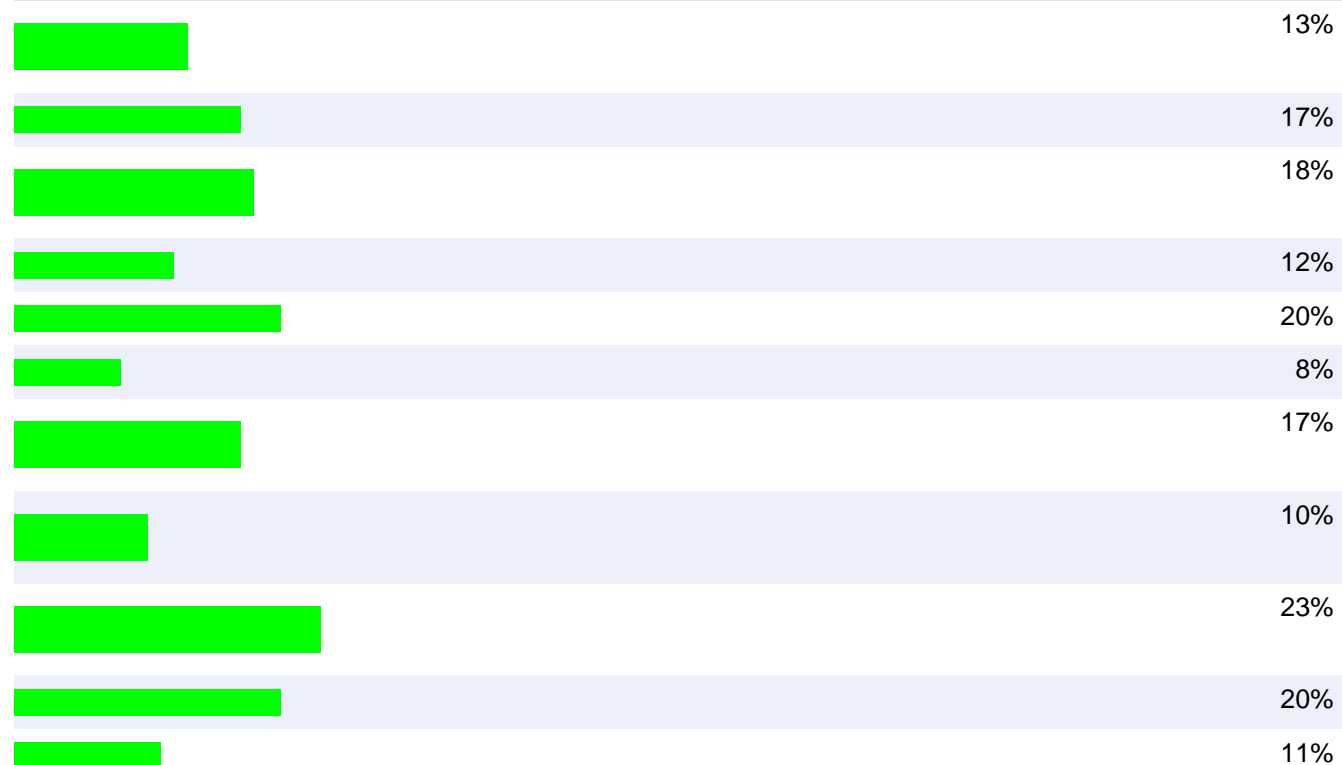
Percent of patients who reported that their room and bathroom were "Always" clean.



# RI HCHAPS as of 03/13/12

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



# RI HCHAPS as of 03/13/12

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.



# RI HCHAPS as of 03/13/12

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.

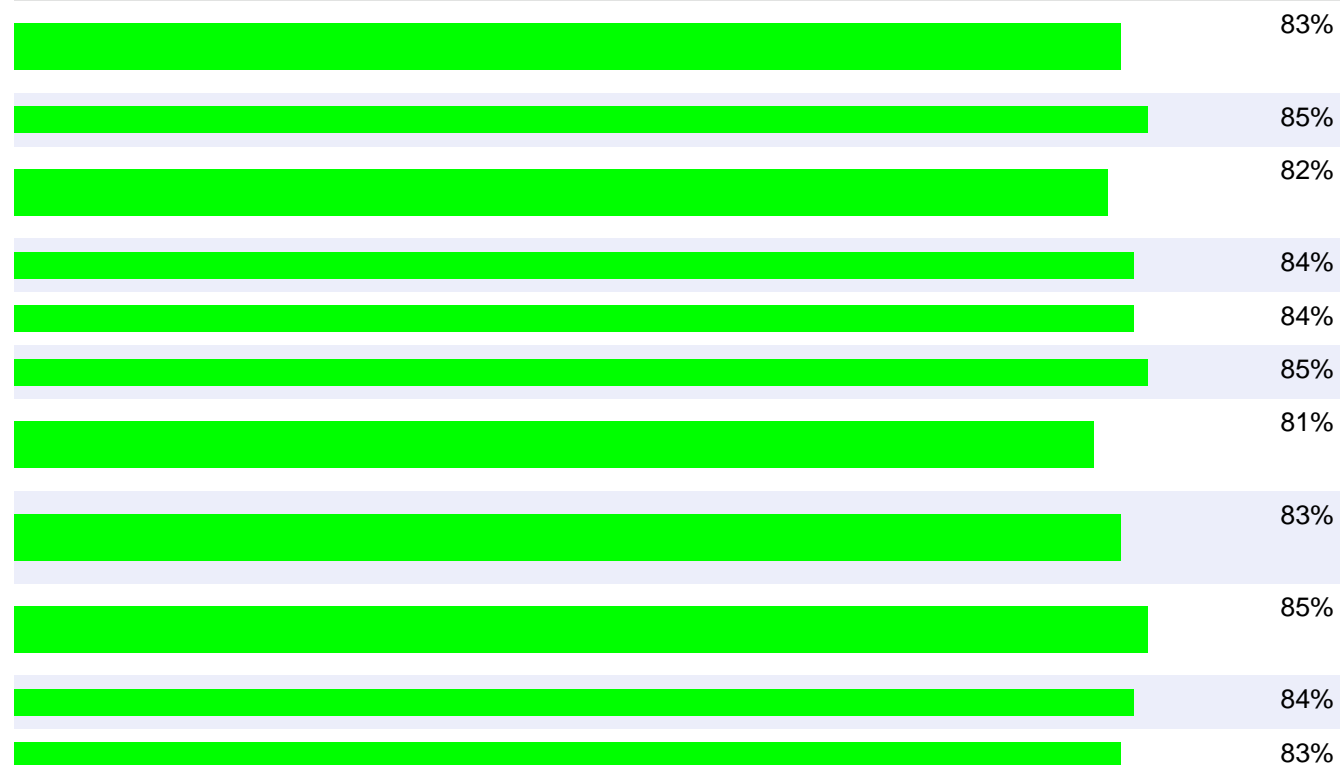




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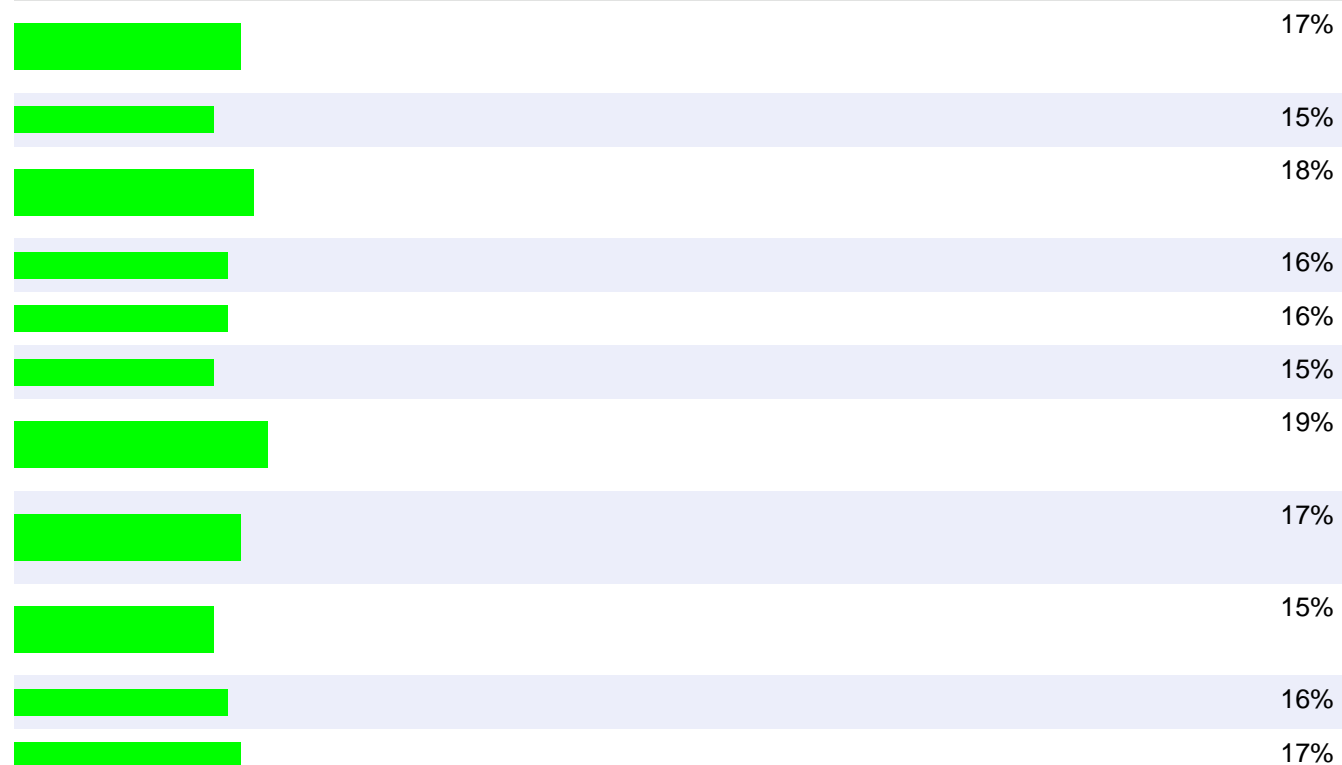
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



# RI HCHAPS as of 03/13/12

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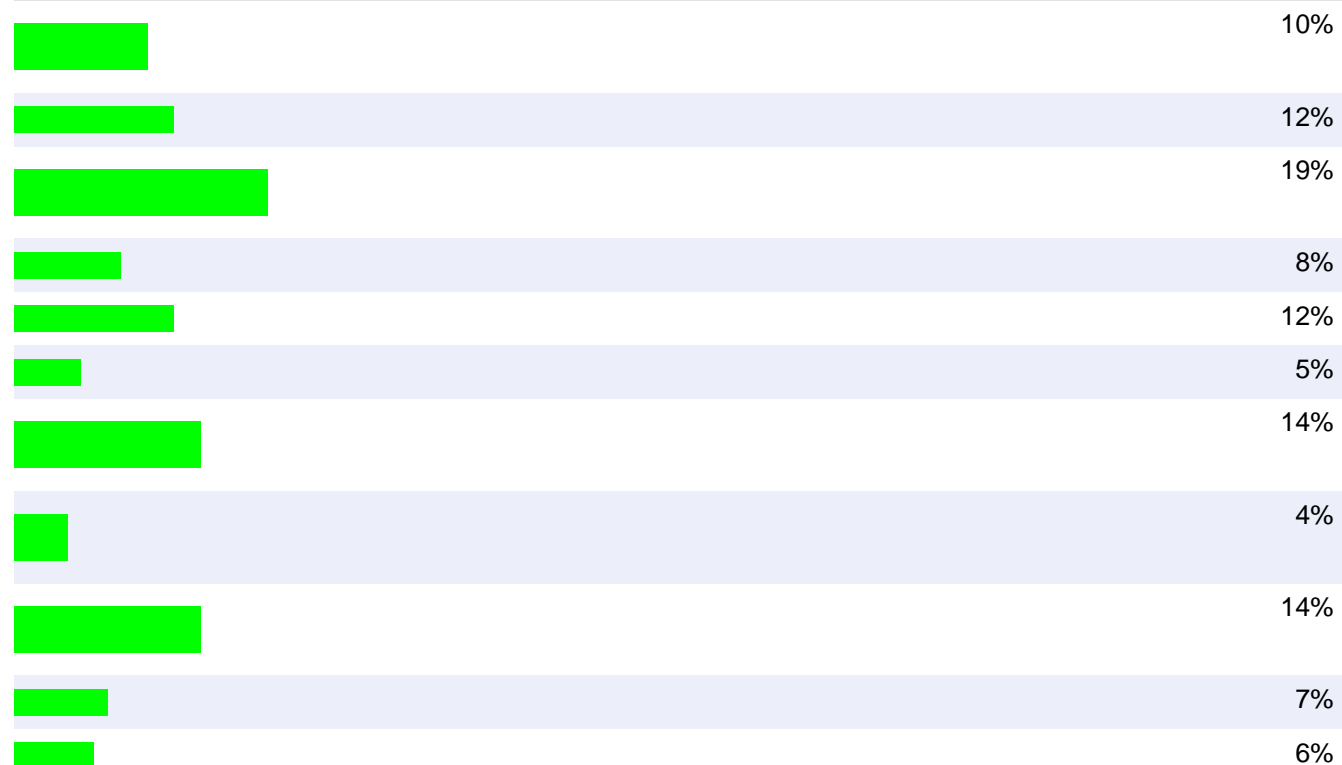
Percent of patients who reported that they were not given information about what to do during their recovery at home.



# RI HCHAPS as of 03/13/12

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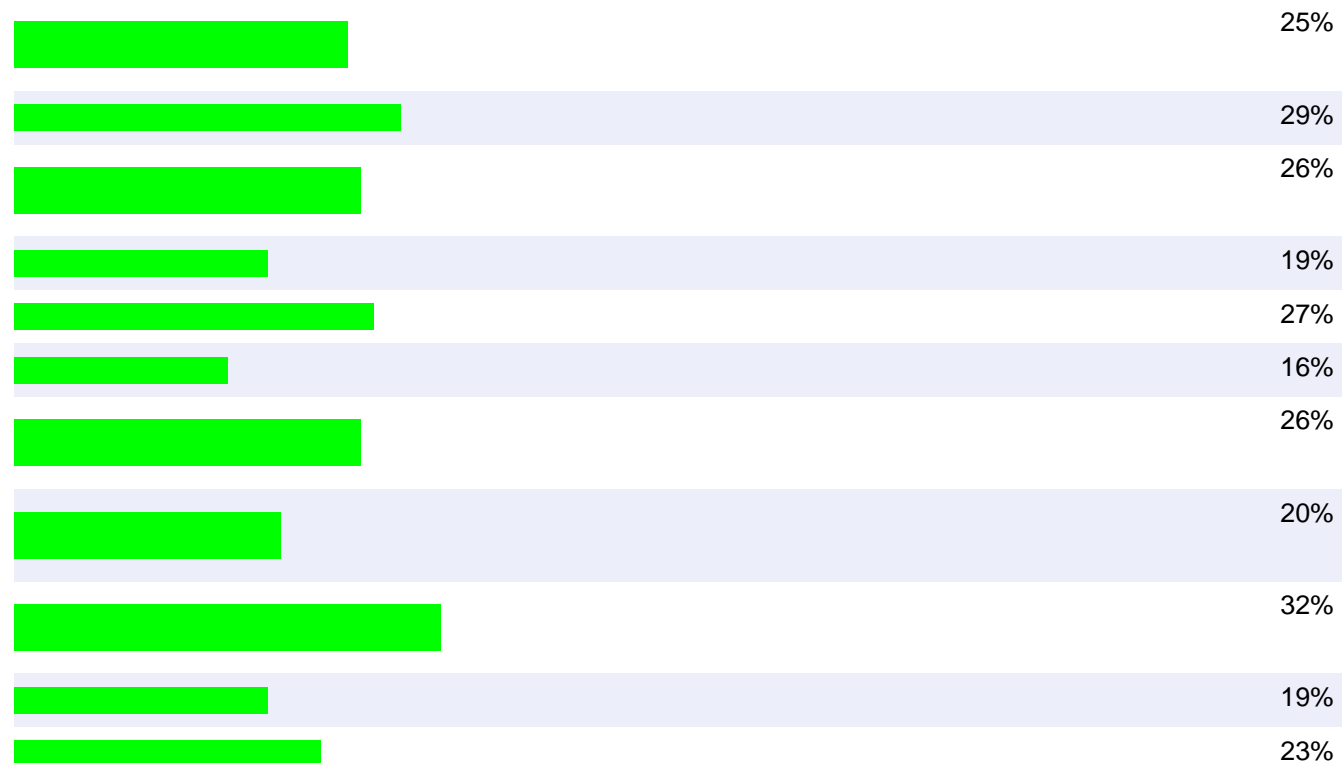
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



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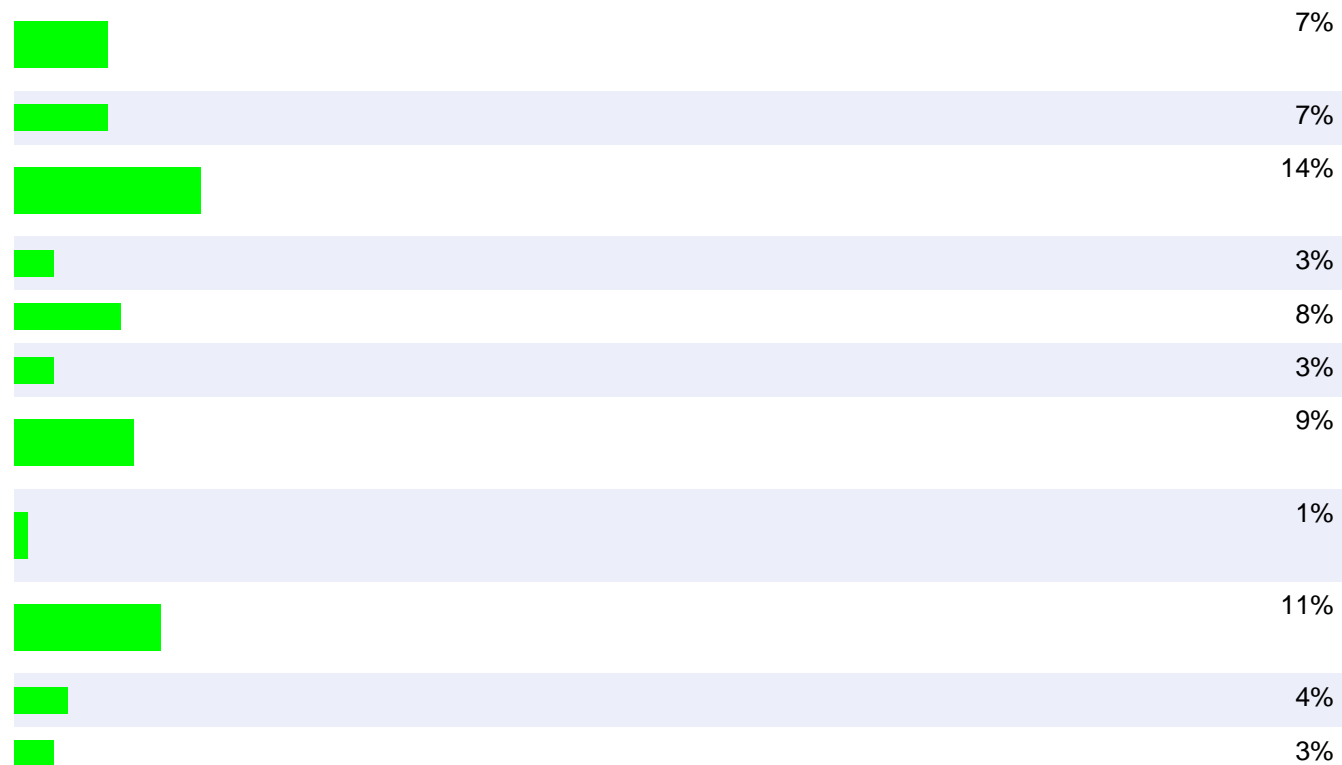
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



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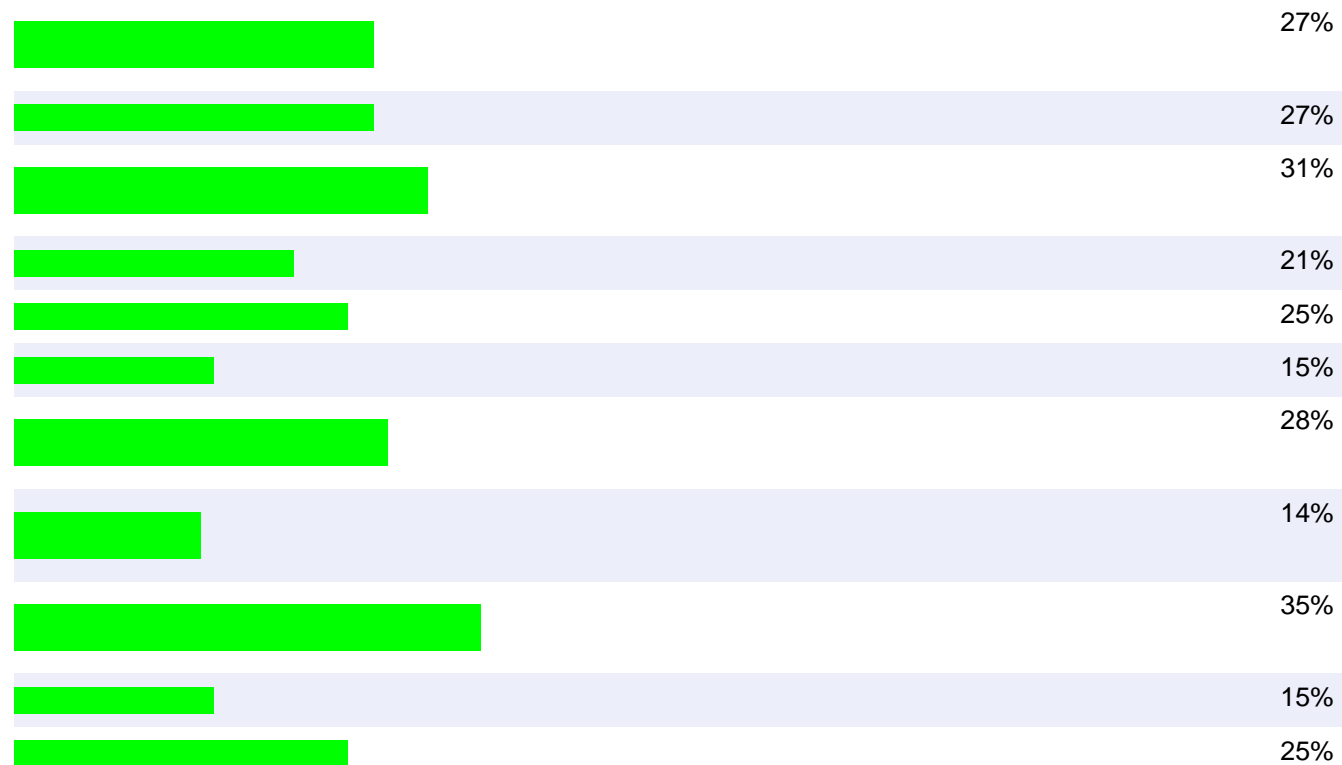
Percent of patients who reported NO,they would not recommend the hospital.



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Percent of patients who reported YES, they would probably recommend the hospital.



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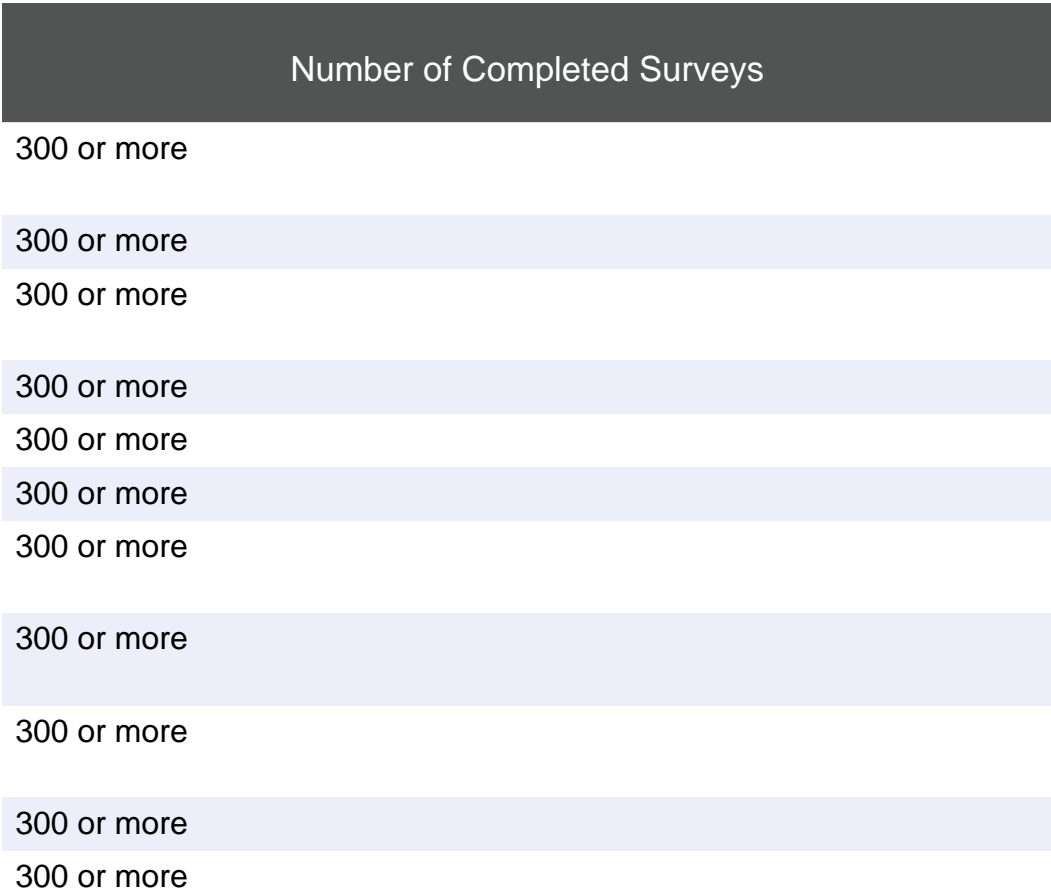
Percent of patients who reported YES, they would definitely recommend the hospital.










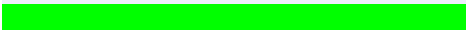



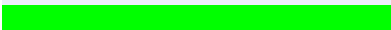

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Survey Response Rate Percent	Hospital Footnote
	30%
	28%
	30%
	35%
	29%
	43%
	34%
	33%
	30% There were discrepancies in the data collection process
	36%
	36%